

## Paris airport Office of Exchange awarded with IPC Certificate of Excellence

15-09-2017

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The IPC Certification of Excellence in the Management and Processing of International Priority products is an independent audit-like process that encourages postal operators to strive for excellence. The main criteria for assessment relate to topics such as work organisation, quality management, communication and interface with internal customers, airline companies, handlers, IPC and partner postal operators.

La Groupe La Poste was awarded the latest Certificate of Excellence because of the commitment to quality of both the management and the staff of the Office of Exchange, and the thorough and regular quality of service monitoring system. IPC also noted the Office of Exchange's excellent management of international transport of mail.

The IPC certification process has existed for 17 years, and is an important tool to ensure a high quality of international postal service. Each Office of Exchange is an element of the chain making the global service work effectively. This is therefore why, it is vital that each Office of Exchange adheres to the same principles of excellence", said Holger Winklbauer, IPC CEO, while handing over the certificate to Le Groupe La Poste.

Le Groupe La Poste also excelled in the use of equipment in the Office of Exchange, such as the IPC Pallet Box. The IPC Pallet Boxes allow for a larger volume of packets to be transported and can be easily stacked, reducing storage space needed. Furthermore, the Office of Exchange also implemented new sorting equipment to manage inbound traffic of low weight packets originating from Asia, which cannot be easily sorted automatically.

So far, 28 international Offices of Exchange through North America, Europe and Asia Pacific have achieved an IPC certificate of excellence. After completion of the IPC assessment, a certificate will shortly be awarded to Offices of Exchange in Stockholm and Luxembourg.

